

**State of Indiana RFI #11-60**

**Business Requirements Definition RFI - Questions and Answers**

Question No.	Question Topic	Question/Inquiry	Draft Response
1	References	How may references do vendors need to submit in total? The RFI indicates two for "each of the areas of experience noted above". The Team Overview and Structure section lists "proven industry experience" and "similar requirements definition projects", which would lead us to believe that you are requesting four references. Can one reference be used for more than one category?	Four references are required. References that can speak to your firm's experience with similar requirements definition projects, as well as proven industry experience, are recommended. Unique references are requested for each category of experience
2	MWBE	Are Letters of Commitment required for the MBE and WBE vendors and should they be included as part of Attachment A?	Yes, please include commitment letters along with Attachment A
3	Overall Procurement	Please confirm that the Request for Information 11-60 will result in a contract award and that a subsequent procurement such as a RFP or RFS is not needed.	Yes, the State intends to issue an award through this RFI process
4	Work Location	To what extent does the work need to be done onsite in Indiana compared to virtually (conference calls, e-mails, etc.)?	The State expects contractor staff to be available on-site to the extent possible, especially for participation in meetings and other in-person activities, and be available via telephone and email at other times. Please also note that participation by Hoosiers in the project and positive Indiana Economic Impact are important aspects of this RFI, and hence strongly encouraged.
5	Future Work	" Respondents should note that the successful respondent will not develop and conduct competitive procurements for implementation activities or be expected to draft detailed system specifications or prescriptive details of required technical changes to existing systems; consequently, the successful respondent will not be precluded from competing for or performing future work with the State of Indiana, including the implementation of the Exchange and related enhancements to FSSA eligibility systems." While this statement about respondents not being precluded from future work is unambiguous, we are concerned about the reference to technology and systems in the prior sentence. Accordingly, please confirm that a successful respondent may compete and be considered for any aspect of future Exchange work that the State decides to outsource, including non-technical functions like customer service, Navigator recruitment and oversight, enrollment facilitation, and so on.	Yes, the State confirms that your interpretation is accurate.
6	Detailed Scope	"Adjudication of appeals of eligibility determinations – process for individuals to contact eligibility determination". Is this a typographical error? Should it, perhaps, say "contest eligibility determination?"	The statement should read: Adjudication of appeals of eligibility determinations - process for individuals to contest eligibility determinations
7	RFI Preparation	"Summarize your proposed approach to analyze information and identify proposed solutions that address the business needs and objectives communicated in this SOW." In responding to this requirement, please clarify whether respondents are expected to primarily address the five generic business requirement items listed on p. 5 of the RFI, the core functions listed on pp. 3-5, or both. If both please indicate which is more important, given the page limits of this section of the proposal?	Please provide both. The State is interested in understanding how respondents will address the detailed scope and provide the deliverables required (this is not a "generic business requirements" section), and respondents should decide the best response format.
8	References	Please clarify what is meant "for each of the areas of experience noted above."	Please see Question and Answer #1 above
9	Confidentiality	"Responses will be considered public information once a contract(s) is awarded." Please advise if it is permissible to mark selected pages of the proposal, examples of the proposed deliverables, and/or resumes as proprietary and therefore not treated as public information.	You may mark certain information "Confidential". The State will make a final determination on whether the information should be kept confidential, in accordance with prevailing policies and procedures
10	Procurement Process	Inquiries are not to be directed to any staff member of FSSA." Please advise if meetings with FSSA, held after the due date of the proposal, are permissible to discuss various aspects of health care reform and demonstrate vendor solutions.	Day to day activities may continue as long as there is no attempt to discuss or influence aspects of this procurement

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11	Cost Proposal	The cost form refers to "deliverable/task". Is this meant to be a reference to the numerous items in the SOW, as enumerated on pp. 3-5, or the five work products listed on p. 5? Alternatively, do proposers have the freedom to define a "deliverable/task" in a different way that reflects the way they intend to meet the RFI requirements?	Respondents are free to define "deliverable/task" in a manner that reflects how requirements will be met
12	Cost Proposal	The cost form appears to be limited to personnel costs. How should travel expenses or other direct expenses be factored into the cost proposal?	The fee proposed must be inclusive of all expenses and costs
13	Procurement Process	Looking at the timeframe for the RFI, it seems an award will be made from RFI responses. Will no RFP be released after the RFI?	Please see Question and Answer #3 above
14	Procurement Process	In some of the planning documents it looked like a RFI would be released to gain more information for the health insurance exchange IT system solutions aspect? Is this still the case or does the current RFI count as the IT RFI as well (if one is to be released)?	The State has already selected a vendor for technical requirements definition, through a procurement conducted earlier in the Fiscal Year
15	Procurement Process	At this time is it known how many RFPs would be released for things such as the call center, website development, quality rating system, eligibility, etc?	No, the State is still in the planning stages
16	Scope	Will we be allowed to submit a proposal for an assessment phase for this initiative.	Please review the scope. Any firm may submit a proposal addressing the scope and deliverables requested
17	Scope	Is there any limitations for offshore development	Please review the scope. No development work is required in this RFI. Please also note that participation by Hoosiers in the project and positive Indiana Economic Impact are important aspects of this RFI, and hence strongly encouraged.
18	Scope	What is the budget for this combined effort?	The state does not have a budget amount at this time
19	Scope	Is there a location provided for onsite resources?	Yes, the State will attempt to provide a reasonable amount of work space for contractor staff
20	Scope	Is there a timeline for completion of these efforts?	Detailed requirements and expectations are included in the RFI.
21	Scope	Is there a percentage for collaboration between vendors and sub contractors on this effort?	No